THE MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS (SMT. MARGARET ALVA) : (a) Yes, Sir.

(b) No penalty has been enforced on M/s Golden Masala Co. No other firm including Spices Trading Corporation has been penalised during the period January, 92 to January, 93. Ashok Masala Co. was, however, banned, as a sample of Kali Mirch supplied by them failed to pass PFA test. It is ensured that no favour is done to any particular firm.

(c) and (d) Do not arise.

Arrangements for hearing public grievances

1489. MAULANA OBAIDULLAH KHAN AZMI : Will the PRIME MINISTER be pleased to state :

(a) whether it is a fact that instructions are already in force for observing Wednesday as meetingless day and Officers of the rank of Deputy Secretary and above are required to be available in their seats from 10 AM to 1 PM to receive and hear Public grievances on that day;

(b) whether it is a fact that no wide publicity has been given through newspapers for information of Public about the same till date;

(c) whether it is also a fact that the General Manager, Kendriya Bhandar, has fixed the time for the purpose from 3.00 P.M. to 5 P.M. onWednesdays in violation of the instructions. issued by Government; and

(d) if so, the reasons therefor and the action Government propose to take in this regard ?

THE MINISTER OF STATE IN THE MINISTRY OF PERSONNEL PUBLIC GRIEVANCES AND PENSIONS (SMT. MARGARET ALVA) : (a) to (d) Govt. Instructions are in force for observing Wednesday as meetingless day and Officers of the rank of Deputy Secretary and above are required to be available in their seats from 10.00 A.M. to 1.00 P.M. to receive and hear Public grievances on that day.

The Kendriya Bhandar is a Cooperative Society registered under the Delhi Cooperative Societies Act, 1972 and is also governed by the Delhi Shops and Establishments Act, 1954. As such, the above instructions of the Government of India are not applicable to Kendriya Bhandar. However, in conformity with the spirit of the Government instructions about receiving and hearing of public grievances, the suppliers can meet the General Manager and other officers of Kendriya Bhandar with prior appointment any time and without prior appointment, on Wednesdays between 3.00 PM to 5.00 PM. This timing has been prescribed in view of the convenience of the suppliers who normally come to collect their cheques and for various other purposes during this time. This fact is widely known as the suppliers regularly visit Head Office and are aware of this arrangement which is displayed prominently at conspicuous places at Head Office. For any urgent work, the supplier can meet the General Manager or any other officer any time, generally with prior appointment. As regards customers as their grievances are confined to the Management of the stores, complaint/suggestion Books have been provided in all the stores for writing their complaints/suggestions which are promptly attended to. Though generally, the customers do not come to the Head Office for meeting the General Manager or any other officer, yet any customer desirous of talking over telephone or meeting an officer, does so without any undue restriction on this count. Further as regards shareholders, who are Government employees or employees of autonomous bodies etc., their entry is open any time during working hours. In view of the above, no action is required to be taken by the Govt.

Complaints received by the management of Kendriya Bhandar

1490. MAULANA OBAIDULLAH KHAN AZMI : Will the PRIME MINISTER be pleasec to state :

(a) whether it is a fact that provision for acknowledging the receipt of suggestions/complaints, exists in the Central Secretariat Manual of Office Procedure;

(b) whether it is also a fact that officers in the management of Kendriya Bhandar are not aware about the said provisions and are in the habit of not sending acknowledgements to the complaints/suggesttions received from public for redressal, not to talk of taking action on them; and